

## CHAPTER 12

### SECTION 2

## BENEFICIARY EDUCATION

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In addition to its responsibility to provide information to beneficiaries concerning the TRICARE Standard Program, the MCS contractor shall develop a beneficiary education program to inform beneficiaries about the TRICARE Prime and TRICARE Extra programs. This program shall include the distribution of education materials to all enrollee households, supplying educational materials at every TRICARE Service Center and at every Health Benefits Advisor's office, participation in all "newcomer orientations" at all bases, and conducting general information sessions for all demographic categories (for example, active duty personnel, active duty family members, new retirees and their dependents, dual-eligible beneficiaries, et cetera) at each MTF at least every six months.

### 1.0. EDUCATION REQUIREMENTS

**1.1.** The MCS contractor shall conduct one three-day TRICARE training course each quarter covering all aspects of the program including, but not limited to, TRICARE, overseas, dual-eligibles, et cetera. The location of the course shall be within the region; however, the exact location will change each quarter to allow maximum participation by Uniformed Services personnel who require an in-depth understanding of TRICARE to successfully accomplish their assigned duties. The contractor shall follow the Government provided training material (slides, notes, etc.) in delivering the course. The Government will provide all handouts for the course. Government furnished facilities will not be provided.

**1.2.** The MCS contractor shall conduct three one-hour training sessions, followed by a question and answer session, for clinical personnel at each MTF/DTF monthly. Training sessions will be at the date and time specified by the MTF/DTF Commander and may correspond with the hours personnel work at the facility. The contractor shall also conduct one one-hour training session, followed by a question and answer session, for administrative personnel at each MTF/DTF monthly. The contractor shall follow the Government provided training material (slides, notes, etc.) in delivering the course which will cover all aspects of TRICARE including, but not limited to, TRICARE Prime, Extra, and Standard, financial impact of MTF decisions on both the beneficiary and the MHS, dual-eligibles, et cetera. The Government will provide all handouts for the course. Government-furnished facilities will be provided for the course location.

**1.3.** The MCS contractor shall provide one one-hour briefing, followed by a question and answer session, weekly to an audience specified by the MTF/DTF Commander. Examples of audiences are Ombudsmen, support groups, obstetrical patients, retiree groups, parent groups, dual-eligibles, etc. The contractor shall follow the Government provided training material (slides, notes, etc.) in delivering the course. Government-furnished facilities will be provided for the course location. The MCS contractor shall actively announce each briefing time, location, and audience through base publications, local fraternal organizations, and flyers posted throughout the base.

**1.4.** The MCS contractor shall conduct three one-hour briefings, followed by a question and answer session, for military recruiters in the region, annually. The briefings shall occur during the recruiters' annual regional/district conference and cover all aspects of TRICARE. The contractor shall use the Government provided training materials (slides, notes, etc.) in delivering the course. The Government will provide all handouts for the course. Government-furnished facilities will be provided for the course location.

**1.5.** The MCS contractor shall provide one one-hour briefing covering all aspects of TRICARE, followed by a question and answer session, annually, at each Reserve/National Guard unit listed in the websites below. The Regional Director will provide the date and time of each briefing annually. The MCS contractor shall use the Government provided training materials (slides, notes, etc.). Government furnished facilities will be provided at the course location. The Government will provide all handouts for the course.

- Air National Guard: [http://www.goang.com/about/aboutang\\_locations.aspx](http://www.goang.com/about/aboutang_locations.aspx)
- Army National Guard: <http://www.arng.army.mil/tools/unit.asp>
- Navy Reserve: <http://www.navalreserve.com>
- Marine Reserves: <http://www.marforres.usmc.mil/Units>
- Air Force Reserves: <http://www.afrc.af.mil/units.htm>
- Army Reserves: <http://www.army.mil/organization/reserveunits.html>
- *Coast Guard Reserves:* <http://www.uscg.mil/hq/reserve/reshmpg.html>

## **2.0. BENEFICIARY SURVEYS**

In accordance with DoD Instruction 1100.13, and Health Affairs Policy Memorandum 9700012, surveys of military members, retirees and their families must be approved and licensed through issuance of a Report Control Symbol (RCS). Contractors shall not conduct written or telephonic beneficiary surveys without the approval of the TRICARE Management Activity (TMA) Program Analysis and Evaluation Directorate. TMA has an ongoing survey research and analysis program which includes a periodic survey of DoD beneficiaries. The survey addresses health status, use of care, satisfaction with military and civilian care, and attitudes toward TRICARE. The data are collected at the Prime service area level and can be aggregated to the regional level. Regional reports containing Prime service area data are available through the Regional Director. Contractors shall work with the Regional Directors to define both their ongoing and special purpose requirements for survey data. Contractors with special needs not met by an existing instrument may submit surveys, sampling plans, and cost estimates to the TMA, Program Analysis and Evaluation Directorate, through the Regional Director, if applicable, for approval and licensing.